

## **Mental Health and Addictions Advisor**

Kia ora, nau mai haere mai, Mālō, Welcome to Whakarongorau Aotearoa // NZ Telehealth Services

- Provide essential counselling support to a wide range of clients across Aotearoa
- Attractive hourly rate, including penal rates
- Strong focus on professional development including Group Supervision sessions

We are currently recruiting for experienced Mental Health and Addictions Advisors to provide a range of essential services across Aotearoa.

On offer is a permanent position (minimum .6 FTE), based within one of our call centres in Auckland, Wellington, and Christchurch, with the potential for work from home and support options during COVID lock-downs and a pathway to permanently work from home. In addition to this we offer a 24/7 service with six week set roster with peak times being evenings, overnights and weekends and will also include some afternoon and day shifts.

You will be welcomed into a dynamic, specialist team, who value and foster a supportive team culture, where you will receive regular paid training, professional and personal development, career development opportunities, external supervision and ongoing support from your peers, our leadership team, and Clinical Supervisors.

### **About the role - Atu mo te mahi**

This is an exciting, busy role where no two calls are the same. You will interact and provide mental health and addictions information and advice utilising different channels including phone, email, SMS and online chat.

### **More specifically your role will involve the following:**

- Counselling, assessment, intervention and support planning, referrals and crisis management
- Intervention and support planning, and working with people experiencing risk to help keep them safe
- Accurately recording client information using new technology, tools and resources
- Participating in continuous improvement of quality and service developments
- Ensuring ethical, culturally sensitive service delivery for all users
- Accurately recording client information using new technology, tools and resources
- Participating in continuous improvement of quality and service developments
- Ensuring ethical, culturally sensitive service delivery for all users

### **About you - Pehea koe**

#### **Qualifications and experience:**

- 12 months plus experience working in Mental Health and/or Addiction's counselling is essential
- Preferably tertiary qualification in relevant field - Mental Health and/or Addiction's counselling, addictions papers or psychology papers
- Ability to manage high pressure situations and use sound judgement
- Telehealth experience or face to face counselling (paid or volunteer) would be advantageous
- Excellent communication skills written and verbal
- Ability to quickly build rapport
- Fluency in Te Reo or Pasifika languages is desirable (not essential)

**Skills and competence:**

- Demonstrate a high level of listening and communication skills
- Able to use appropriate counselling skills to meet service user need
- Uses sound judgement
- Ability to manage stressful situations effectively and work under pressure
- Adaptable and resilient
- Reliable and outcome focused
- Passionate about all aspects of service delivery
- Ability to coach other staff effectively
- Effective planning and organisational skills
- Recognises and addresses barriers to achieving goals
- Ability to work effectively with people from a range of different cultures
- Ability to lead, influence and motivate others in a positive and constructive way

**About us - Ko wai hoki**

Whakarongorau Aotearoa (formerly Homecare Medical) are privileged to provide the people of Aotearoa New Zealand with professional, quality advice, support, and information across a range of health and mental health services. We do this 24 hours a day, seven days a week across seven digital channels to virtually support kiwis to stay well and connect them seamlessly with care when they need it. We manage inbound and outbound call centres in Auckland, Wellington, and Christchurch as well as remote teams across the country.

**Our values - Ō Tātou Uara** Our ambition is to virtually support people of Aotearoa New Zealand.

**Our values underpin all we do, and how we do it:**

- Do the right thing - Mahia te mea tika
- Motivated by quality - Hihiri e te kouna
- Passion for better - Ngākau nui ki te pai ake
- Shoulder to Shoulder - Pokohiwi ki Pokohiwi

As a part of our well-respected national organisation, you will be supported with on-going learning and development programmes, opportunities to apply for permanent or leadership roles and coaching from a knowledgeable, supportive leadership team.

Link to apply: <https://careers.homecaremedical.co.nz/jobs/1349304-mental-health-and-addictions-advisor/applications/new?source=seek>